

Memorandum



CITY OF DALLAS

DATE May 2, 2024

TO All City Staff

SUBJECT **Interim City Manager Transition and our First 100-Days**

I would like to thank each of you for your dedication to the City of Dallas. As I have been preparing for the Interim City Manager transition, I have spent time with our executive team and departmental leadership to discuss our current challenges and the opportunities we have to reach our fullest potential.

As I assume the role of Interim City Manager as of close of business today, going forward, we will elevate our current values of *Empathy, Ethics, Excellence, Engagement and Equity* through three principles, **Connect, Collaborate, and Communicate**. We will structure our work around these principles to deliver on our commitment to **Service First** with the urgency of **Now!**

This morning, I sent a 100-Day Transition Playbook to the City Council and to executive and senior leadership. It outlines my approach and our priorities and strategies for my first 100 days and beyond. For your reference, [please click here](#) to review the playbook. Attached to this email is our new Phase I Organizational Chart. Departments will be grouped by attributes that reflect our city and service delivery, building on a **Safe, Vibrant, and Growing** Dallas, by transforming our foundational structure to become a more **Livable, Sustainable, Fiscally Sound** city with strong, aligned systems at its **Core**. You will also see in these materials an emphasis on driving immediate progress on top areas we need to address to make the city more accessible, breaking down silos within our organization, and re-engagement with staff, residents, and stakeholders.

We're kicking off our engagement approach in early June starting with a quarterly Team Town Hall, accessible in person and virtually, for those who are on-site or working remotely. You will be receiving information on how to participate within the coming weeks. It is important that each of you has a platform to be heard. I want you to know you are valued and appreciated for your contribution to our mission.

You will also start seeing me more often, as I will be making weekly drop-in visits with staff. I want to get to know you better, and how together, we can make Dallas even better.

As someone who has spent more than two decades of their career with the city, I understand the unique challenges we face as public servants, and the unique challenges our organization faces when it comes to meeting the needs of a growing city. But I also know what we can achieve.

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Your hard work keeps our city running! For example, last week, a call came in about trash across City Hall Plaza. After a long day, instead of going straight home to be with their families, the Mow Team detoured back to City Hall to take clean it up.

That is just one example of the passion we all share to deliver *Service First: Now!* to our residents. You are the heart and soul of this organization, and I am looking forward to serving with you during this transition and celebrating our wins together.

Putting Service First,



Kimberly Bizzor Tolbert
City Manager (I)

c: Tammy Palomino, City Attorney
Mark Swann, City Auditor
Billieae Johnson, City Secretary
Preston Robinson, Administrative Judge
Jon Fortune, Deputy City Manager
Majed A. Al-Ghafry, Assistant City Manager
M. Elizabeth (Liz) Cedillo-Pereira, Assistant City Manager
Dr. Robert Perez, Assistant City Manager
Donzell Gipson, Assistant City Manager (I)
Robin Bentley, Assistant City Manager (I)
Jack Ireland, Chief Financial Officer
Genesis D. Gavino, Chief of Staff to the City Manager
Directors and Assistant Directors